

The Knowledge Center

Training Overview



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Social Services Advisory Board (SSAB)
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Our Mission

Making a difference through our commitment in providing quality, innovative, and results oriented training services that develop the workforce needs of tomorrow, today; and to exceed in meeting the needs of our customer base.

The Knowledge Center Overview

- ▶ The Knowledge Center provides HHSA with a diverse array of training programs, in a variety of platforms, to meet the operational needs of HHSA and the needs of staff.



Agency Wide Trainings

- ▶ Leadership and Professional Development Programs
 - Advance Competencies for the Administrative Professional of the 21st Century (ACAP 21)
 - Essentials of Supervision Program (ESP)
 - Institute for Leadership Excellence (ILE)
 - Lead Well San Diego
 - HR Building Blocks
 - Lean Six Sigma

Agency Wide Trainings

- ▶ Customer Service
 - Customer Service for Supervisors
 - Customer Service for Frontline Employees

POSITIVE = POSITIVE
APPROACH = EXPERIENCE

Agency Wide Trainings

- ▶ Cultural Competency Classes
 - Allows our employees to work more effectively with our diverse staff and residents



Agency Wide Trainings

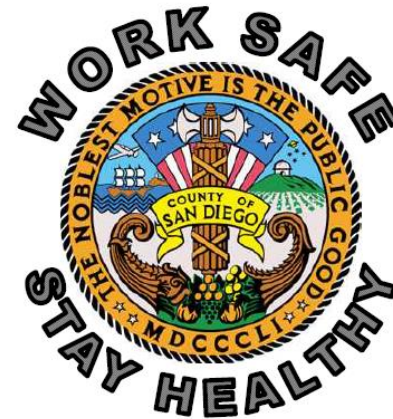
- ▶ Continuing Education (CE)
 - TKC is an approved provider of CE classes for HHSA's licensed professionals



Agency Wide Trainings

- ▶ Health and Safety
 - Classes are offered that support staff who are required to maintain certain skills for the benefit of both community and the County work environment.

CPR & First Aid



Eligibility Human Services Specialist (HSS) Hiring

- ▶ TKC leads the hiring effort for HSS staff
- ▶ Hiring Process
 - Recruitment
 - Interview
 - Selection and Hiring Process
 - Initial Training

Eligibility HSS Hiring

- ▶ 2013 – 454 Hired
- ▶ 2014 – 318 Hired
- ▶ 2015 – 300 Expected to be Hired

NOW HIRING



HSS Initial Training

- ▶ Human Services Specialists (HSS) Initial Training
 - Dual Program Training
 - Technical Hands– On Training
 - On–The–Job Training (OJT) included
 - Customer Service
 - Fraud Prevention



Post Initial HSS Training

- ▶ New HSS Onboarding Program
- ▶ Eligibility Program Trainings
- ▶ Monthly Webinars
- ▶ Eligibility Online Trainings
- ▶ Fraud Prevention
- ▶ Additional trainings based on Agency needs



Sample Eligibility Training Curriculum

Classroom	Online	Webinar
CalWORKs Fundamentals	Domestic Violence Essentials	Disaster CalFresh
CalFresh Fundamentals	Reasonably Anticipated Income	Income Eligibility Verification System (IEVS)
Medi-Cal Fundamentals	Excellence in Customer Service	Modified Categorically Eligible
General Relief Program	CalFresh Expedited Services (CFES)	New Hire Report (NHR)
Office Assistant Onboarding	Civil Rights	Fraud Referrals
CalFresh/CalWORKs Non - Citizen	CalFresh Deductions	Payment Verification System (PVS)
Integrated Fraud Detection (IFD)	Cal-Learn	CalWIN Wrap-Up
Interactive Interviewing	CalFresh Student Eligibility	
A look at Poverty - Making a Difference	CalFresh Negative Actions	
MEDS	Reasonably Anticipated Income	
Electronic Inter-County Transfers	Case Comments for CalWIN	
Eligibility Overpayment Review	Victims of Human Trafficking	
CalFresh Overissuances	Preventing 1503 MEDS Error	
CalWORKs Overpayments	250 Working Disable Medi-Cal Program	
CalWORKs Homeless Assistance	National Voter's Registration	
Medi-Cal ACA Overview	Fraud Referral Tracking System (FRTS)	

TKC's Continued Efforts

- ▶ The Knowledge Center team looks beyond today to understand the trends and forces that will shape how we conduct business operations in the future, moving swiftly to ensure our workforce is ready for what's to come.

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